



Procedure:	Northumbria Blood Bikes Rota Definition: Rota 0 – Shift Controller - General		
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Approved:	25/02/2017	By:	Executive Committee
Doc Ref	ROTA000	Version	2.0

A. Why do we need this Procedure

This document sets out the requirements for Rota 0 – Shift Controllers

B. Who is Responsible for this Procedure

The Rota Manager of the group is responsible for the maintenance of this procedure.
The Executive Committee is responsible for approving this procedure.

Any person operating a shift on Rota 0 is bound by the rules laid out in this procedure.
Any person operating any NBB Rota should be aware of the contents of this procedure.

C. When will this Procedure be reviewed

The procedure will be reviewed a maximum of one year following its approval.

D. How will changes be notified

The latest version of the procedure will be made available via the members' library on the group website. New versions will be announced via email to all qualified riders, drivers, Shift Controllers and the executive committee.

1. Aim of Rota

- 1.1.** This Rota operates to provide Shift Controller cover for NBB operations.

2. Operational Times

- 2.1.** The Shift Controller rota operates seven days per week, 365 days per year.
- 2.2.** Shifts for Controllers are six hours long, designated, Morning, Afternoon, Evening and Night. The times of individual shifts are laid out in the individual shift definitions below.
- 2.3.** A Controller may cover a maximum of three such shifts in any given 24 hour period.

Time spent as a Shift Controller is deemed to be 'operational duty' and may not, therefore be preceded, or followed, by a riding or driving shift without at least a 12 hour break.

3. Morning Shift

- 3.1.** This rota operates on Saturdays, Sundays and English Public Holidays.
- 3.2.** This rota begins at 07:00 hours. The Shift Controller must have completed the handover procedures and be ready to begin the rota at 07:00
- 3.3.** This rota completes at 13:00 or following a successful handover to an afternoon Shift Controller.

4. Afternoon Shift

- 4.1.** This rota operates on Saturdays, Sundays and English Public Holidays.
- 4.2.** This rota begins at 13:00 hours. The Shift Controller must have completed the handover procedures and be ready to begin the rota at 13:00.
- 4.3.** This rota completes at 19:00 or following a successful handover to an evening Shift Controller.

5. Evening Shift

- 5.1.** This rota operates seven days per week, 365 days per year.
- 5.2.** This rota begins at 19:00 hours. The Shift Controller must have completed the handover procedures and be ready to begin the rota at 19:00.
- 5.3.** This rota completes at 01:00 or following a successful handover to a night Shift Controller.

6. Night Shift

- 6.1.** This rota operates seven days per week, 365 days per year.
- 6.2.** This rota begins at 01:00 hours. The Shift Controller must have completed the handover procedures and be ready to begin the rota at 01:00
- 6.3.** This rota completes at 07:00 or following a successful handover to a morning Shift Controller.

7. Resources

- 7.1** Shift Controllers need the use of a Windows based laptop or other suitable computer with functioning speakers and microphone (or a headset) and capable of running the NBB Andromeda software and other NBB software packages

A broadband connection is required (not pay as you go) and a suitable phone line, fixed or mobile.

8. Operational Location & Handovers

- 8.1.** Controller shifts are operated from a Controller's home or other place designated by them that meets the NBB minimum technical specifications for shift controlling.

- 8.2.** Towards the end of shift, the incoming Shift Controller shall contact the outgoing Shift Controller and they shall reach agreement regarding the handover. Where a rider/driver is "inflight" the outgoing controller must hand over details of any jobs that are 'in flight'. The incoming controller will transfer the hotline to their number(s) and the outgoing controller must log out of, and close down, the Andromeda software.

9. Duties

- 9.1.** Shift Controller duties are laid out separately

10. Exceptions and Variations

- 10.1.** There are no Exceptions or Variations.

11. Administration

- 11.1.** Shifts that you cover must be recorded in the Online Rostering System (OLRS). Instructions for reserving multiple or consecutive shifts in the OLRs are provided in the OLRs training materials available from the NBB web site.

- 11.2.** Jobs that are completed during a shift must be recorded in the Online Activity Recording System as soon as practically possible following the end of a shift.

**Northumbria Blood Bikes Rota Definition:
Rota 0 – Shift Controller General**

Version Control and History

Date	Version	Author:	Reason For Change
19/05/2014	1.1	Chris Mitchell	First Version
22/02/2017	2.0	Mike Thompson	Periodic review, Formatting changes, New Logo and charity number